J O B   A N N O U N C E M E N T

POSITION TITLE: Case Manager Supervisor   **PCN:** 105210
(Non-Bargaining)

DEPARTMENT/Location: West Opportunity Center   **P. R.:** N15

REPORTS TO: Center Director

RESPONSIBILITIES: Provide direct supervision to a unit of case managers and customer support specialist in assuring effective customer service. Assign and monitor needs assessments completed on unit customers and review cases to ensure payment accuracy and compliance with regulations associated with all Human Services programs. Provide initial and ongoing training to unit staff on agency policies and procedures, federal and state regulations and requirements. Conduct regular unit meetings and individual conferences with unit staff to inform and counsel them regarding unit and individual performance, and corrective action issues. Monitor and approve timesheets and schedules to provide appropriate unit coverage. Consistently review and evaluate staffing levels and redistributes workloads. Evaluate the service delivery system and make recommendations for more effective ways to provide service to center customers. Assist case managers in implementing service or coordinating services with other agencies to meet customer needs. Work with local organizations and assist in the identification and development of service or other resources. Work with the Job Development and Resource unit in the development of employment opportunities and the placement of center customers in gainful employment.

MINIMUM QUALIFICATIONS: Bachelor's degree in social work or related field with three years of social work, case management, or related experience; or any equivalent combination of training and experience.

STARTING SALARY: $ 23.09 per hour, 180 day probationary period.
                             Plus a Comprehensive Benefits Package

DATE POSTED: Thursday, June 26, 2014

DEADLINE TO APPLY: Wednesday, July 2, 2014

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.
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